


Human Resources Specialist (Labor and Employee Relations)

CUSTOMS AND BORDER PROTECTION

4 vacancies in the following location:	Salary Range \$31,628.00 to \$50,932.00 / Per Year	Who May Apply Status Candidates (Merit Promotion and VEOA Eligibles)
Location Negotiable After Selection, United States	Series & Grade GS-0201-05/07	Control Number 375837100
Work Schedule is Full Time - Permanent	Promotion Potential 13	Job Announcement Number IHC-1169769-KWI-MP
Opened Monday 8/11/2014 (1018 day(s) ago)	Supervisory Status No	
 Closed Tuesday 8/19/2014 (1010 day(s) ago)		

Job Description

Job Summary

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling.

DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with the U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please visit our website at: <http://www.cbp.gov/>.

Who May Apply: Status Candidates which include:

- Current federal employees with competitive status or serving under a VRA appointment
- Former federal employees with reinstatement eligibility
- Persons eligible for non-competitive appointment under special hiring eligibles or authorities
- Persons eligible under an Office of Personnel Management Interchange Agreement

- Veterans' preference eligible's or veterans who have been separated from the Armed Forces under honorable conditions after substantially completing at least three consecutive years of active duty
- Please visit http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/ or <http://www.opm.gov/staffingPortal/Vetguide.asp> for more information on these appointment eligibilities.
- For definitions of terms found in this announcement, please see <http://www.dhs.gov/careers>.

Organizational Location: This position is with the Department of Homeland Security, U.S. Customs and Border Protection, Office of Human Resources Management, Labor and Employee Relations Executive Directorate, Field Services Division. There are four vacancies available for this position and will be filled in one of the following locations: Seattle, WA, Detroit, MI, Tucson, AZ, Yuma, AZ, El Centro, CA, San Diego, CA, Miami, FL, Buffalo, NY, New York City, NY, Washington, DC, Chicago, IL, Boston, MA, Williston, VT, Laredo, TX, Edinburg, TX, Del Rio, TX, Dallas, TX, Houston, TX, Corpus Christi, TX, and El Paso, TX

GS Salary: The following link displays the locality pay tables by geographic area. If you do not see your geographic area listed, please select the table listed as "Rest of the United States". <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>

Duties

- Serving as a trainee working with senior specialists responsible for a full range of labor and employee relation activities in support of management's goal to establish and maintain effective relationships with labor organizations;
- Administering labor agreements;
- Providing advice and assistance to employees and managers on program administration, research and case management in matters related to conduct, performance, attendance, and dispute resolution;
- Applying a wide range of labor and employee relations concepts, laws, policies, and analytical/diagnostic methods and techniques; and
- Addressing substantive technical issues or problems, and ascertaining their impact on the labor and employee relations program.

Travel Required

- Not Required

Relocation Authorized

- No

Job Requirements

Key Requirements

- You must be a U.S. citizen to apply for this position
- You must successfully pass a background investigation
- Selective Service registration
- Residency Requirement

Qualifications

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You qualify for the GS-5 level if you possess one of the following:

1. Three years of progressively responsible experience, one year of which was equivalent to at least the GS-4 level performing duties such as reviewing documents and records for completeness and accuracy; gathering pertinent data, and recognizing solutions; researching basic information; and providing general information concerning procedures and requirements; OR
2. A bachelor's degree (or a full 4-year course of study leading to a Bachelor's degree); OR
3. A combination of successfully completed post-high school education and experience, the total of which equals at least three years.

You qualify at the GS-07 level if you possess one of the following:

1. One year of specialized experience at the GS-05 level or equivalent performing duties such as providing basic information on common issues or problems such as routine leave, attendance, disputes, the grievance process, and procedural and regulatory requirements governing negotiated agreements; preparing input for inclusion in labor agreements on relatively uncomplicated labor-management proposals; and researching the laws, regulations, and precedents for guidance on labor and employee relations issues; OR
2. A bachelor's degree with superior academic achievement, from an accredited college or university with a grade point average of 3.0 or higher on a 4.0 scale, class standing in the upper third of a graduating class or major subdivision, or membership in a national scholastic honor society; OR
3. One full year of graduate level education from an accredited or pre-accredited college or university; OR
4. A combination of successfully completed graduate level education and experience.

Education to be substituted or combined must be from an accredited college or university and demonstrate the knowledge, skills and ability needed to do the work. One year of full time graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study. If that information cannot be obtained from the school, 18 semester or 27 quarter hours should be considered as satisfying 1 year.

Time-in-Grade: Current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service.

The qualifications listed above must be met by Tuesday, August 19, 2014 and are subject to verification at any stage of the application process.

Security Clearance

Not Applicable

Additional Information

What To Expect Next

Once you submit your application, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and/or interviews. We will notify you by e-mail after each of these steps has been completed. Your status will also be updated on USAJOBS throughout the process. To check your status, log on to your USAJOBS account, click on "Application Status", and then click "More Information". We expect to make a final job offer within 90 days after the deadline for applications.

For more information on applying for Federal employment, please click [here](#).

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

BENEFITS

DHS offers competitive starting salaries and an attractive benefits package to include: health insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, life and long-term care insurance, Employee Assistance Program, personal leave days and paid Federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers and select 'Benefits'.

Other Information

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. A polygraph examination may be required.

Upon selection, candidates will be required to undergo, and must successfully pass, a background investigation for placement into this position. For more information, please see http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml.

Promotion Potential: There is no obligation to provide future promotions to you if you are selected. Future promotions will be dependent on your ability to perform the duties at a higher level, the continuing need for an employee assigned to the higher level, and supervisory approval.

Probationary Period: All employees new to the Federal government must serve a one year probationary period during the first year of his/her initial permanent Federal appointment to determine fitness for continued employment. Current and former Federal employees may also be required to serve or complete a probationary period.

CBP uses E-Verify to validate all newly hired applicants' ability to work legally in the United States. To learn more about E-Verify, please click this link: <http://www.uscis.gov/files/native/documents/e-ver-employee-rights.pdf>.

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a Federal or military capacity; or
3. Have been a dependent of a United States Federal or military employee serving overseas.

Exceptions may be granted to applicants if they can provide complete stateside coverage information required to make a suitability/security determination. Examples include: the stateside addresses of anyone who worked or studied with the applicant while overseas; the company headquarters where the applicant's personnel file is located; professor(s) in charge of the applicant's "Study Abroad" program; or church records for the applicant's overseas church missions. Applicants must provide this information with their application for employment.

How to Apply

To begin your online application, click the "**Apply Online**" button and follow the prompts to register or sign into Application Manager. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials must be submitted by 11:59 p.m. Eastern Standard Time on Tuesday, August 19, 2014

You are not required to submit official documentation as part of your application package. However, if selected, you must provide the required official documentation prior to appointment.

We strongly encourage you to apply online. If you cannot apply online, you may FAX your résumé, assessment questionnaire, and supporting documents to (478) 757-3144. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf.

If any part of your application is not received, it will be evaluated solely on the information available.

How You Will Be Evaluated

Human Resources will review your resume and supporting documentation to ensure you meet the minimum qualification requirements. If you meet the minimum qualifications, your knowledge, skills and abilities (KSAs) will be rated between 70 and 100 based on your responses to the online assessment. If you are eligible for placement under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP), you must earn a score of 85 or above to be considered well qualified.

The KSAs for this position are:

- Knowledge of labor and employee relations principles, laws and regulations
- Ability to assist supervisors and employees with procedures, policies and processes relating to labor and employee relations Ability to communicate orally to relay guidance to managers and employees
- Skill in applying analytical techniques to gather, document, and evaluate information
- Ability to set work priorities, work under pressure and meet deadlines

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and must be in English. It should contain each position title, grade (if Federal), your duties, accomplishments, the dates you held each position, and your work schedule and salary so we may best assess your qualifications.
- **Your responses to the [View Occupational Questionnaire](#)**
- **Are you a current or former Federal employee?** Please submit a copy of your most recent SF-50, Notification of Personnel Action. Your SF-50 should show your competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. The SF-50 should also reflect the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher. Current CBP employees are not required to submit an SF-50.
- **Are you qualifying based on education?** Please submit a copy of your college transcripts (unofficial is acceptable). Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>. If selected, official transcripts are required.
- **Are you a veteran?** Please submit Member Copy 4 of your DD 214 (Certificate of Release or Discharge from Active Duty) and/or documentation of service connected disability (if applicable). For more veterans information, please see: <http://www.opm.gov/policy-data-oversight/veterans-services/vet-guide/>
- **Are you applying under a Special Veteran Appointing Authority?** Please submit Member Copy 4 of your DD 214 showing the dates you served, your discharge type, and the campaign badges or expeditionary medals you earned and a VA Disability Award letter dated 1991 or later (if applicable). Current Federal employees applying under the VEOA authority must submit a qualifying SF-50 to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a statement of service from your unit identifying the branch of service, period(s) of service, campaign badges or expeditionary medals earned, and the date you will be separated or on approved terminal leave. If selected for this position, your preference will be verified using your separation DD 214, as described above. Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is requested only to verify eligibility.

- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** Please submit (1) your agency notice; (2) your most recent performance appraisal, and (3) your most recent SF-50, Notification of Personnel Action, noting current position, grade, and duty location.
- **Do you wish to be considered under a Special Appointing Authority?** [Veterans](#), [Military Spouses](#), [Peace Corps/VISTA volunteers](#), and [individuals with disabilities](#) possess a wealth of unique talents, experiences, and competencies that can be invaluable to the CBP mission. If you are a member of one of these groups, you may not have to compete for federal jobs. To determine your eligibility and to understand the documentation that is required with your application, click on the links above and/or contact the Indianapolis Hiring Center.

It is your responsibility to verify that all information entered, uploaded, or faxed (e.g., resume, veterans documentation, completed assessment, and/or SF-50's) is received and accurate. Human Resources will not modify or change any part of your application. If a document is not in a legible format, you will not be able to view it in Application Manager and you must again upload or fax the documentation by the closing date of this announcement.

Applications and supporting documentation will not be accepted by mail or e-mail. The address below is for inquiries only. If you are unable to apply online, please contact the Hiring Center listed at the end of this job announcement at least two days prior to the closing date for further instructions. You may apply more than once; however, only your most recent application will be used.



Customs & Border Protection
U.S. Department of Homeland Security CBP.gov


Department Of Homeland Security

Customs and Border Protection

Office of Human Resources Management

Contact

Indianapolis Hiring Center

Phone: (317)715-3000 

Email: CUSTOMERRESPONSE@CBP.DHS.GOV

Address

Customs and Border Protection

6650 Telecom Drive

Suite 100

Indianapolis

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